

POSITION DESCRIPTION

OSER-DMRS-11 (Rev. 02-00)
State of Wisconsin
Office of State Employment Relations

1. Position No. 009606		2. Cert / Reclass Request No. 2011-0013	3. Agency No. 445
4. NAME OF EMPLOYEE		5. DEPARTMENT, UNIT, WORK ADDRESS Department of Workforce Development Unemployment Insurance Division Benefit Operations Bureau, Madison Benefit Center 460 Science Drive, Madison, WI 53711	
6. CLASSIFICATION TITLE OF POSITION Unemployment Compensation Associate 1		8. NAME AND CLASS OF FORMER INCUMBENT Tonia M Smith	
7. CLASS TITLE OPTION (to be filled out by Personnel Office)		10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES	
9. AGENCY WORKING TITLE OF POSITION UC Associate		12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?	
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Melissa Montey, Adjudication Manager			

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-DCC-84). Yes ☐ No ☒

14. POSITION SUMMARY -- PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

See Attached PD

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on Page 3.)

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %

GOALS AND WORKER ACTIVITIES

(Continue on attached sheets)

See Attached PD

Sent to John Zwickey: GEF-1
Date: 7-8-10
Charlotte Zimmerman
Madison Benefit Center 232-0900

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (See Instructions on Page 2)

- a. The supervision, direction, and review given to the work of this position is ☒ close ☐ limited ☐ general.
- b. The statements and time estimates above and on attachments accurately describe the work assigned to the position. (Please initial and date attachments.)

Signature of first-line supervisor

Melissa Montey

Date

7/8/10

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position. (Please initial and date attachments.)

Signature of employee

Date

18. Signature of Personnel Manager

Date

DISTRIBUTE COPIES OF SIGNED FORM TO:

☐ P-FILE ☐ OFFICE OF STATE EMPLOYMENT RELATIONS ☐ EMPLOYEE ☐ DEPARTMENT FILE ☐ CERT REQUEST COPY

Unemployment Compensation Associate 1

Under close supervision this position investigates and resolves routine eligibility issues; identifies and clarifies potentially disqualifying issues reviewing system entries for previous resolutions and contacting employers or claimants to determine whether or not a legitimate issue as to benefit eligibility exists; investigates and resolves claimant and employer inquiries regarding eligibility determinations, appeal rights, benefit payments, charging, and other program information. This position requires advanced knowledge of Chapter 108, Administrative Rules and Federal and State policies relating to the Unemployment Insurance Program is required.

65% A. Review, identify and clarify potentially disqualifying issues.

- A1. Identify potential disqualifying eligibility issues from information provided by a variety of sources.
- A2. Analyze issues identified and compare with the disputed claims record for previous adjudication; determine if suspensions need to be lifted to prevent delay in claim payments and resolve those issues.
- A3. Identify unresolved or pertinent new issues and refer for appropriate adjudication action to prevent improper payments.

20% B. Investigate and resolve benefit eligibility issues.

- B1. Interview claimants, employers and other parties to obtain required investigation elements.
- B2. Prepare clear and concise statements from all parties.
- B3. Analyze the investigative statements and resolve issues in accordance with Wisconsin Statutes, Chapter 108, Wisconsin Administrative Code, and federal/state unemployment insurance laws.
- B4. Calculate overpayment amounts and follow division fault guidelines to determine claimant responsibility for repayment.
- B5. Prepare and issue an initial determination to resolve issues in a clear and concise manner.

15% C. Assessment of claimant's continuing eligibility for benefits (Eligibility Review Procedure)

- C1. Review claimant's attachment to the labor market including prior waiver of work registration and work search requirements.

C2. Identify questions of availability for or ability to work. Investigate and resolve these issues. (Goal B)

C3. Review and determine the acceptability of the claimant's work search. As appropriate, assist claimant to develop an acceptable work search plan. Monitor subsequent performance of previously established work search.

Skills Required

The successful candidate must possess effective oral, listening, and written communication skills as well as the ability to comprehend and analyze law and policy. This position requires the ability to use complex and sophisticated personal computer based software systems.

POSITION DESCRIPTION

OSER-DMRS-11 (Rev. 02-00)
State of Wisconsin
Office of State Employment Relations

1. Position No. 014721	2. Cert / Reclass Request No. 2011-0118	3. Agency No. 445
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4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS DWD/UI/Bureau of Benefit Operations/Non-Automated Claims 201 E. Washington Ave., Room B403 Madison, WI 53703
6. CLASSIFICATION TITLE OF POSITION Unemployment Compensation Associate 1	
7. CLASS TITLE OPTION (to be filled out by Personnel Office)	8. NAME AND CLASS OF FORMER INCUMBENT Natalie Frea, Unemployment Comp Associate 2
9. AGENCY WORKING TITLE OF POSITION Monetary Support Assistant	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Linda Elaine Hendrickson, UI Supv	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes ☐ No ☒
IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-DCC-84).

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Signature of first-line supervisor

Linda Hendrickson

Date

8-24-10

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

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(Please initial and date attachments.)

Signature of employee

Date

18. Signature of Personnel Manager

Date

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POSITION SUMMARY

Responsible for independently exercising judgment and decision-making for analyzing, computing, and implementing Unemployment Insurance claim modifications of the most complex nature as a result of Recomputations, Call Center Initial Determinations (LIDS), Appeal Tribunal Decisions (ATD's), Labor Industry Review Commission Decision (LIRC) and Judicial Orders. Determine claimant monetary eligibility; prepare and issue initial determinations, redeterminations, and amended determinations. Determine adjustments to claimant's benefit entitlement and employer account charging. Communicate clarification of internal technical procedures to Agency staff including the Call Centers, Tax and Account, Legal Affairs and Benefit staff. (All state and federal UI programs including Combined Wage Claims, TRA, and NAFTA.)

GOALS AND WORKER ACTIVITIES

- 20% **A. Amend Existing Unemployment Insurance Monetary Computations, Considering Many Diverse Factors**
- A1. Analyze effect of Unemployment Insurance Claims as a result of amended employer information or initial determination to assure correct benefit payments, benefit years, and charging of unemployment taxes.
 - A2. Advise originating components of procedural errors or inadequacies and obtain any additional information necessary to complete the amending process.
 - A3. Recompute claimant's UI benefit entitlement and employer's account liability for individual claims based on current or past UI law and applied to relevant facts.
 - A4. Prepare and enter through direct data entry, adjustments to the claimant's payment record and wage record file. Review the resulting computer actions for accuracy in the record adjustments.
 - A5. Analyze initial determinations: i.e., suspensions, reductions, employer cancellations, noncharging of benefits, changed employers, for impact on individual claimant payment record.
 - A6. Issue initial determination to claimants and affected employers, of overpayment/underpayments resulting from amended benefit computations, set-aside claims and federal programs.
 - A7. Issue amended benefit computations to claimants and employers to advise interested parties of the claimant's correct eligibility entitlement.
 - A8. Communicate with appropriate department staff to obtain additional information relative to an unemployment claim.
 - A9. Provide department staff with clarification of internal technical procedures to resolve problems affecting payment of an unemployment insurance claim.
 - A10. Authorize transfer of benefit amounts, employer charges, and perform other offset actions as applicable to correct benefit payments and charges.
 - A11. Force pay UI benefit checks in accordance with amended computations to provide claimants with the proper amount of benefits.
 - A12. Respond to Call Center, Adjudication Center, Legal Affair, and Tax and Accounting inquiries regarding nonpaying claims that require immediate problem identification and resolution.

A13. Analyze incoming recomputations and determinations to determine priority of implementation.

20% B. **Adjust claimant/employer payment records in accordance with nonmonetary determinations issued by adjudicators in complex disputed claim cases.**

- B1. Analyze determinations for completeness and accuracy of content necessary for implementation of effect.
- B2. Review incoming correspondence to determine priority and type of action required.
- B3. Respond to Call Center, Adjudication Center, Legal Affairs, and Tax and Accounting inquiries regarding non-paying claims that require immediate problem identification and resolution.

20% C. **Calculate claimant overpayment/underpayment and determine appropriate employer to be charged.**

- C1. Review and recalculate the initial overpayment decision to assure claimant benefit entitlement and employer charges have been accurately assessed.
- C2. Calculate and authorize transfer of benefit amounts, employer charges, and perform other offset actions as applicable to correct benefit payments and charges (using force pay register or computer transaction).
- C3. Communicate via phone and/or memo with Call Center, Adjudication Center, and Hearing office staff on exceptional technical procedure necessary for the most complex case situation.

20% D. **Review and implement Appeal Tribunal, Labor and Industry Review Commission, Circuit Court, Appeals Courts, and Supreme Court Decisions.**

- D1. Analyze higher authority decisions to determine priority of implementation.
- D2. Notify the Hearing Office or Labor and Industry and Review Commission of technical or clerical mistakes identified on the decision.
- D3. Review in depth the entire claimant payment record affected by the most recent applicable legal decision.
- D4. Review and update, any incomplete or incorrect records established prior to the higher authority decision.
- D5. Determine the effect of decisions; i.e., suspension, reductions, employer cancellations, noncharging of benefits, resequencing of employers, for impact on individual claimant payment record.
- D6. Prepare and enter through direct data entry adjustments to the claimant payment record and review the resulting computer actions for accuracy in the record adjustment.
- D7. Implement the higher authority decision and modify the unemployment claim to conform to the legal findings.

10% E. **Authorization of complex monetary computations, such as school year employment, including prorated claims, federal civilian service, TRA, Federal Military Service, Extended Unemployment Insurance (EUC), Extended Benefits (EB), Combine Wage Claims (CWC), Disaster Unemployment Assistance (DUA)**

- E1. Identify incomplete wage record data
- E2. Determine reasonability of base period data
- E3. Initiate remedial/corrective/verification action

- E4. Recomputation of the Federal programs required as a result of new information or an Initial Determination, Appeal Decision, LIRC Decision or Court Decision
- E5. Calculate new weekly rate or duration
- E6. Determine adjustments to prior payments and/or remaining benefit entitlement.
- E7. Identify, calculate and authorize transfer of charges between UI fund sub-accounts
- E8. Authorize supplemental benefit payments
- E9. Issue recomputation documents

10% F. **Backup responsibilities for the Trade Readjustment Program, Worker's Compensation, and Benefit Inquiries.**

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES

Advanced knowledge of state (Chapter 108) and federal (FUTA, CFR) Unemployment Insurance Law, department UI policy and procedures and the benefit processing system. In depth-knowledge of amends/overpayment process and disputed claims coding and entry related to the system.

Excellent mathematical skills; effective written/oral communications and organizational skills.

Ability to work with detail, meet schedules and deadlines and work with people.
